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# Genacross

# Promise

## Living Our Values

## 2019 Annual Report

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# Genacross Promise. Living Our Values.

At Genacross Lutheran Services, as we invite prospective residents, patients, and clients to turn to us for quality care and services, it is important to ask what it is that sets us apart. How are we different, and in what ways do we stand out? The answer to these questions is expressed in the theme for this annual report: “Genacross Promise. Living our Values.”

It is a promise that is so important to us that four times in the past year, organizational leaders from all of the ministries of Genacross gathered at Leadership Development Institutes to learn new skills, share experiences, and work together to be catalysts for positive change. It is part of our commitment to keep our word for all whose lives we touch.

Thanks to gifted, hard-working staff, the Promise was kept in a variety of ways in 2019. It was evident in our care of older adults as well as in the ways we worked to ensure the well-being of youth and their families. It found expression in affordable independent living, in adult daycare, and in the availability of health care in the places we call home. Once again, our Napoleon Campus was named an Employer of Choice by LeadingAge Ohio, receiving the bronze level of distinction for the second consecutive year. Our Toledo Campus won three 2019 Top Spot awards from the Toledo-Lucas County Health Department, being recognized for its excellence in food service operations at the Health Center, assisted living, as well as The Labuhn Center.

In this past year, as we focused daily on physical and mental health in these ministries, we never lost sight of the value of spiritual care. On our long-term care campuses, chaplains and volunteers from

local congregations ensured our focus remains on the whole person. Additionally, our Wolf Creek Campus now offers an outlet for those family members and caregivers who need support, with a Family Support Group that meets monthly and is facilitated by the chaplain and social service coordinator.

Our Family & Youth Services ministry has long been recognized for its focus on strengthening families. In 2019, Genacross and Lutheran Services in America were awarded a grant by Aetna Better Health of Ohio to develop a framework for a statewide prevention program based on Family & Youth’s successful Partners in Treatment weekend program. Meanwhile, our Home & Community Based Services ministry linked residents, through the Senior Connect program, to more services that allowed them to age in place.

During 2019, God blessed Genacross Lutheran Services with the opportunity to serve 3,541 residents, patients, and clients, with 650 staff. In addition, 1,555 volunteers provided 17,857 hours of invaluable service to individuals in our care, and

Genacross provided \$6.5 million in charitable care and community benefit.

We are grateful to congregations and individuals who serve through volunteering, contributions and prayers of support. You are helping us live our values and keep the Genacross Promise.

Thanks be to God,



The Rev. Keith Hunsinger  
Chair of the Board of Directors



Rick Marshall  
President and CEO

Rick Marshall (left) and  
the Rev. Keith Hunsinger  
keep the organization's  
focus on our core values.



## Leadership 2019

**Rev. Dr. James Dumke**  
Vice President for Mission Integration

**Kathleen Lemmerbrock**  
Executive Director of Genacross Lutheran Services  
Foundation

**Rick Marshall**  
President/Chief Executive Officer

**Lorinda Schalk**  
Senior Vice President of Finance & Operations

**Amanda Schroeder**  
Vice President of Home & Community  
Based Services

**Jeff Schulte**  
Vice President for Human Resources/  
Organizational Integrity Officer

**Katie Zawisza**  
Executive Director of Genacross Family &  
Youth Services

# 2019 Highlights

## Genacross implements Leadership Development Institutes



Henry County Hospital CEO and Genacross Board Member Kimberly Bordenkircher presented at an LDI meeting.

Four times in 2019, organizational leaders from all of the ministries of Genacross Lutheran Services gathered at Leadership Development Institutes (LDIs) to learn new skills, share experiences, and work together to be catalysts for positive change. The LDIs are one part of the Genacross Promise, an initiative to ensure that the Core Values permeate everything done by the organization. The LDIs provide leaders with training to ensure consistent practices throughout the organization in how employees interact with customers and one another. Leaders then take the concepts back to their ministries and share them with their teams.

### Our Values

**Faithfulness to Christ**  
**Equality and Justice**  
**Wholeness of Life**  
**Integrity**  
**Quality of Service**  
**Stewardship of Resources**

## Toledo Campus dietary wins Top Spot awards

The Genacross Lutheran Services-Toledo Campus won not one, not two, but three 2019 Top Spot awards from the Toledo Lucas County Health Department. The Toledo Campus was recognized for its excellence in food service operations for the Health Center, assisted living, as well as The Labuhn Center. The annual Top Spot Award recognizes exceptional food operation establishments based upon inspections, sanitation, food safety, staff training, and absence of complaints. It is a voluntary program for which establishments must apply to be considered for the award.



Regional Dietary Manager Jane Sharp (left) and Dietary Manager John Campos are pleased with the three 2019 Top Spot awards won by the Toledo Campus.

## Napoleon Campus again named Employer of Choice

For the second consecutive year, the Genacross Lutheran Services-Napoleon Campus was named an Employer of Choice by LeadingAge Ohio. The Napoleon Campus received the bronze level distinction for 2018-2019 and 2019-2020. The award recognizes providers of aging services who demonstrate leadership in employee development and engagement. The Napoleon Campus is one of only 23 organizations statewide from LeadingAge Ohio's 400+ members to receive an Employer of Choice designation.



Napoleon Campus employees celebrate receiving the Employer of Choice award.



# 2019 Highlights

## Aetna awards grant to Genacross and Lutheran Services of America



The Aetna Medicaid team presents a check to Genacross President/CEO Rick Marshall and Genacross Family & Youth Services Executive Director Katie Zawisza (left to right beside the oversized check).

Recognized for their continuing focus on strengthening families, Genacross Lutheran Services and Lutheran Services in America (LSA) have been awarded a grant from Aetna Better Health of Ohio to develop a framework to strengthen families, prevent unnecessary child welfare custody, and improve health equity in 10 targeted Ohio communities. Genacross Family & Youth Services will be responsible for drafting a framework that will be the first major step in creating a new and scalable Partners in Treatment Preservation Program (PTPP). The PTPP will build on Family & Youth Services' Partners in Treatment weekend program, which provides family preservation and reunification programming along with individual family therapy, multi-family group therapy, and community and psychiatric supports and treatment for youth and their families. The PTPP program will focus on prevention – keeping families together – across the state.

## Wolf Creek Campus introduces Family Support Group

The Genacross Lutheran Services-Wolf Creek Campus began offering an outlet for family members and caregivers who need support when a loved one moves into a nursing care, assisted living, or rehabilitation setting on the campus. The Family Support Group meets monthly and is facilitated by the Wolf Creek chaplain and social service coordinator. The meetings, which are confidential in nature, provide a forum for family members to have questions answered, receive emotional support, and learn more about such issues as long-term placement, memory loss, rehabilitation, and end-of-life care.

Chaplain Greg Olsen and Social Service Coordinator Anne LePla meet monthly with family members to provide support.



# 2019 Highlights

## Senior Connect program addresses social determinants of health

In 2019, Genacross independent living residents benefitted from our new Senior Connect program. Genacross, along with other members of Lutheran Services in America, was a leader in developing this program. Service coordinators from Genacross affordable housing sites implemented a new, comprehensive assessment tool that proactively enables them to address social determinant issues affecting residents. Social determinants generally fall into one of seven categories: access to transportation, food insecurity, social support, housing, health literacy, economic well-being, and crime/violence. The assessment tool identifies needs and then the service coordinators are able to connect residents to community resources that allow them to receive the care they need. This makes it possible for residents to manage their health and live independently as long as possible.



Luther Woods Service Coordinator Kelly Schwind chats with residents Myrna Petersen and Mabel Damazyn.

## Genacross holds orphanage celebration and tours

The former Lutheran Orphans' Home building, located at 2411 Seaman St. in Toledo, was 100 years old in 2019. To celebrate, the Genacross Lutheran Services Foundation sponsored an Open House and Reunion on April 28. The celebration began with a worship service at First St. John Lutheran Church, which served as the home church for the orphanage until it closed in 1964. A luncheon for former residents and their families followed. It featured a heartfelt presentation by Tom Hartford, who fondly reminisced about growing up in the Orphans' Home. During the afternoon, nearly 200 people toured the orphanage building and learned more about its history.



Archivist Bob Haar shares materials with attendees touring the former Lutheran Orphans' Home building.



The building at 2411 Seaman Street was home to hundreds of children from its opening in 1919 until 1964. The building now holds the archives and museum.



# 2019 Fast Facts

## 3,541 PEOPLE SERVED

Genacross Lutheran Services provides compassionate care and services to people of all ages throughout northwest Ohio and southeast Michigan. Our services include independent living, assisted living, long-term care, short-term skilled nursing and rehabilitation, outpatient therapy, home health, adult day, affordable housing, residential and community-based treatment for youth, educational opportunities, family support programs, and mental health counseling.

### CARE CAMPUSES

Our three care campuses provide a continuum of care for older adults and those recovering from illness or injury.

**381 Napoleon Campus**

**475 Toledo Campus**

**704 Wolf Creek Campus**  
Residents/Patients

### VOLUNTEERS

Our volunteers enhance the lives of our residents and patients every day.

**1,555 Volunteers**

**17,857 Hours**

### STAFF

Our employees give expert care at more than 20 locations and in people's homes.

**650**

Employees

### AFFORDABLE HOUSING

Individuals reside in affordable apartment communities that feature service coordination to help seniors age in place. We have locations in Bucyrus, Fremont, Gibsonburg, Lima, Norwalk, Oak Harbor, Oregon, and Toledo, Ohio, as well as Temperance, Michigan.

**1,087**  
Residents

### COMMUNITY SERVICES

Our ministries provide hope by serving people where they gather or live.

**380 Home Health Clients**

**24 Adult Day Center Participants**

**386 Community Clients**

### FAMILY & YOUTH SERVICES

This ministry helps children, youth, young adults, adults with disabilities, and families transform their lives for the better.

**104 Residents**

**134 Community Clients**

## CHARITABLE CARE AND COMMUNITY BENEFIT

**\$6.5 million**

We value underserved and needy individuals in our care. In 2019 we provided millions in charitable care and benefits to support our residents and the community at large.



# Toledo Campus

If someone would have asked Paul Bailey how the weather was when he arrived at the Genacross Lutheran Services-Toledo Campus, he would have responded that it was the worst he had encountered in his 37-year-old life. There were tornados, hail, thunder and lightning, torrential rain, and the darkest clouds Paul had ever seen. He never thought this “storm” would end.

Paul came to The Labuhn Center on the Toledo Campus as a rehab patient, recovering from multiple fractures throughout his body that he received in a tragic accident. For a month, he participated in physical and occupational therapies six times a week. As the nurses and therapists worked hard with him on his recovery, the tornados, hail and sleet slowly disappeared, and the thunder and lightning became less intense as the clouds began to clear.

If asked the same question when he walked out of The Labuhn Center on crutches, Paul said his response would be very different. The rain has stopped, and he is seeing the sun on the horizon, with brighter days to come. “I know from the wonderful staff here that anything is possible,” Paul stated. “I want to thank the amazing physical and occupational therapy staff here at The Labuhn Center for going above and beyond to help me in the next steps of my recovery. I know that if I work half as hard as you worked on me, I will be successful in everything that I do. I honestly cannot express how much this team did for me. I will always be grateful...” Paul would recommend The Labuhn Center to anyone and now knows there will be sunshine again after the storms in his life.



Physical Therapy Assistant Chelsea Scott Briceno (left) and Certified Occupational Therapy Assistant Rachel Bolin are glad to bring some sunshine into Paul Bailey's life.

## Genacross Foundation Support

Longtime board member Jim Sommers passed away in 2019, leaving a tremendous legacy of caring and compassionate service with Genacross Lutheran Services. Over the years, he served in many capacities, including being a member of the Genacross Board of Directors, the Genacross Foundation Board of Directors, and the Toledo Campus ministry board. He faithfully shared his extensive business management gifts until the advancing stages of illness necessitated his resignation from the Toledo board. He was committed to the ministry of Genacross and particularly the Toledo Campus, as his brother-in-law had been a resident there until his passing in 2018.

Jim and his wife, Louise, also served for many years as volunteers on the Toledo Campus, and Louise continues volunteering today. In addition, they were loyal donors, designating most of their gifts for the Toledo Campus. “His contributions to Genacross were not about Jim, but about the people – the young and the old – that he could help through the mission and work done by Genacross,” said Rick and Jackie Metz, good friends of the couple. “Jim’s life was about generosity!”

**119 Gifts**  
**\$26,038**



# Family & Youth Services

A few years ago, one of the reasons Genacross Lutheran Service adopted its new name was to show its commitment to serving people across all generations. The students in the high school classroom at the Blackmon Alternate Learning Center exemplify that commitment through their work with their new intergenerational group, which they have affectionately named "Learning through Connections." The students began a program in November 2019, visiting with the residents of the Toledo Campus every other Thursday during their recreational hour.

The students visit and join in with the activities that have been planned by the Toledo Campus staff. The first visit consisted of a meet and greet so residents and students could get to know each other, and they played bingo. One young man surprised not only the residents at the Toledo Campus, but his own staff as well, when he asked to play the piano that was sitting nearby. No one had known how proficiently he could play the piano, and everyone enjoyed his musical ability.



In preparation for the holiday season, the students practiced with their "choir director," a staff member who is an active musician in his church, to sing for the residents of the Toledo Campus. First, the students enjoyed a pizza party and then met with the activities director, who took them to four different areas of the campus to sing favorite Christmas songs. The students took pride in the excellent job they did and appreciated the applause and gratitude the residents showed them. During the visit, they also practiced the interpersonal skills they had been learning in group therapy, including active listening, following directions, and the use of appropriate language. The students were respectful and worked hard to bring joy to the residents of the Toledo Campus.

Clinical Therapist Victoria Harris works with youth who are drafting greeting cards for Toledo Campus residents, as part of the "Learning through Connections" program that she founded.

## Genacross Foundation Support

In 2019, two generous donations enhanced the daily lives of Genacross Family & Youth Services residents. The first, a \$5,000 grant from the Roach Family Foundation, was used to purchase and install a large playset at the Wynn Group Home in Oregon, Ohio. "The playset has been a wonderful addition to our group home," stated Katie Zawisza, Executive Director. "The children and youth living there are very excited and have used it regularly, as weather allows, since its installation in July."

The second gift was contributed by St. Luke's Lutheran Church in Temperance, Michigan, a member congregation of Genacross Lutheran Services. This gift was designated for sensory equipment to be used at the Anthony Wayne Group Home in Whitehouse, Ohio. The use of this equipment enables the youth to better manage stressful situations they encounter in their lives.

**237 Gifts**  
**\$28,244**



# Home & Community Based Services

Housing resident Bonita Sabala has lived at Luther Grove senior apartments in east Toledo for the past five years. In 2019, however, she began experiencing some obstacles to living on her own. Bonita, who is 73 years old, had been experiencing a decline in her cognitive health, an increased number of falls, and loneliness. One or more of these factors often led to hospitalizations or to her calling 911. While she had a positive attitude, she had very little family support, with only one family member living nearby.

Senior Level Service Coordinator Lauren Holub spoke with Bonita several times and expressed that she was concerned for her overall well-being and safety. After many discussions, they agreed that it would be in her best interest to look into assisted living, because Bonita needed more care and socialization in her daily life. After an assessment by the local Area Office on Aging to determine the level of care she needed and to see if she qualified to have Medicaid pay for assisted living services, Lauren worked diligently with Bonita to find a new home.

In the end, Bonita decided to stay within the Genacross family of services, intending to move into an assisted living apartment on the Genacross Lutheran Services-Toledo Campus across the street from Luther Grove. However, when the time came to move, she was not ready, expressing that everything was moving too fast for her to process. After another hospitalization sent her to The Labuhn Center on the Toledo Campus for rehabilitation, Bonita realized she needed to make a change.

Finally, she moved to the Toledo Campus. It meets all of her needs and allows her to live a more fulfilled life – with scheduled activities, on-site church services, meals served in a communal dining room, care assistance when she needs it, and many opportunities for socialization. “We are so thankful that we can keep Bonita within our Genacross family, and it has made the transition easier for her,” Lauren said. “She is grateful for the help and care coordination she has received.”



Resident Bonita Sabala (left) is adjusting to changes in her life with the help of Senior Level Service Coordinator Lauren Holub.

## Genacross Foundation Support

When a resident of Genacross' Bethany Place senior living community in Fremont passed away in 2019, the Foundation received a donation that included this note: “Our friend would often tell us how much his father enjoyed living at Bethany Place. Please use our donation toward an activity he enjoyed while living there so our friend will know we cared.” When Bethany Place's administrator was informed of the donation, she shared that the resident always enjoyed live musical entertainment. Subsequently, the gift was designated for that purpose, and, through additional gifts, more than \$500 was donated in his memory. Since then, Bethany Place residents have enjoyed several live performances, fondly remembering their former neighbor during each one.

**74 Gifts**  
**\$4,988**



# Genacross at Home

During 2019, Genacross at Home provided home therapy services to Bob Mey, a resident of Vermilion, Ohio, in Erie County. The specific goals for Bob's treatment were to become more independent and rely less on his wife, Pat, for his daily care. According to Bob, the staff that came into his home to work with him were all "very professional, respectful and friendly."

Bob felt supported by the clinicians and the exercises that he was taught, and recognized that they were making a difference – improving his strength, function, and confidence to care for himself independently. Specifically, he said that his occupational therapy assistant, Mackenzie Douglas, COTA, was very "attuned to him." She recognized when he was pushing himself too hard or when he did not feel well enough to continue his therapy for the day.

His wife added that the home health aide who provided services, Tina Stvartak, became like a member of their family. According to Pat, Tina would not allow Bob to give up on himself when he was tired or discouraged. She was there to give him that extra push that was sometimes needed to keep going. "From the moment I walked into the Mey's home, they treated me like family," Tina explained. "Bob emphasized how important his family and his Christian faith is to him. What a blessing it was to be welcomed by them. Families like theirs are the reason I love my job!"

Bob and Pat both are very grateful for the services and education that they received through Genacross at Home. Their quality of life has improved as the home health staff members helped relieve the burden of caregiving.



Pat and Bob Mey credit the Genacross at Home therapy services with improving their quality of life.

## Genacross Foundation Support

Genacross at Home provides in-home health care to patients living at Genacross locations and in communities throughout Fulton, Henry, Lucas, Wood, Ottawa, Sandusky, and Erie counties. The home health agency has grown steadily in the past two years, gaining new clients and becoming recognized in the health care community. Increasingly, donors to Genacross are choosing to direct part or all of their gifts to Genacross at Home.

One of the participants of Genacross' Charitable Payroll Deduction program, Bev Apel, designates her gifts to Genacross at Home for a very personal reason. "I had four surgical procedures scheduled within three months," she explained. "I knew that I would need some assistance at home following each surgery, and I chose Genacross at Home for my care. Each caregiver was very professional and knowledgeable regarding my post-surgical needs." Following her recovery and return to work, Bev chose to support the Genacross at Home program through her payroll deduction participation.

**14 Gifts**  
**\$1,200**



# Napoleon Campus

John Fryman came to live at Alpine Village assisted living on the Genacross Lutheran Services-Napoleon Campus in February 2019. He came to the campus with mild dementia and a diagnosis of Parkinson's disease, which were contributing to an inability to complete his activities of daily living and a shuffling gait. John had a significant adjustment period when he transitioned to the campus. He experienced night terrors, increased behaviors, confusion and hallucinations.

Napoleon staff members were always eager to help John work through the transition to assisted living. John's son Rick was also extremely helpful during the transition, responding to phone calls throughout the day and night when his father was experiencing issues. With the staff's understanding of Parkinson's disease and dementia, they never gave up on John, who is a polite gentleman with a great sense of humor. They felt confident

they could get him where he needed to be in order to stay at Alpine Village. After two weeks, John was doing much better. The night terrors, behaviors, and hallucinations began to decrease. He was making progress and adjusting well. He was a true success!

Staff initiated therapy services to assist John with his walking, transferring, and other activities of daily living. He worked hard in therapy to improve function and increase strength. He truly loved the time he spent in therapy and said it "gave him purpose." In January 2020, when John's needs began to exceed what assisted living could provide, he was able to transition over to the Napoleon Campus' Health Center for long-term nursing care. He was blessed to be part of a continuing care retirement community, where the next level of care was easily accessible.



Certified Occupational Therapy Assistant Molly Lauth works with resident John Fryman to overcome issues affecting his daily activities.

## Genacross Foundation Support

When a resident of Alpine Village assisted living on the Napoleon Campus passed away, her family decided that any donations would be directed to the Napoleon Campus and designated for items for the staff break room. The note from a family member that accompanied the memorial donations read, "...in gratitude and tribute to the kind and compassionate staff who took care of Mom's needs." The note also described how happy the resident had been at Alpine Village: "Every day she told me how kind everyone was to her and that they would do anything for her. We were so thankful to the staff for making her transition a happy one. Mom loved the worship and bible study opportunities.... She was busy with bingo or cards, as she had always been."

When the resident went to the hospital and needed hospice services, she wanted to go "home" to Alpine Village. The RNs on staff worked hard to make it happen. "This allowed her to be in her own bed, surrounded by family and staff that she considered real friends. They were all so kind and helpful to me, and to my family, too," the note continued. "Mom often commented on how hard the staff worked, so it felt fitting that the memorial money would be used to give those wonderful people a little something they could enjoy during their busy work days, as a thank you for all they did for Mom – and us."

**84 Gifts**  
**\$10,335**



# Wolf Creek Campus

The Genacross Lutheran Services-Wolf Creek Campus has served both Robert and Pat Furr in the past several years. Their journey with Genacross began more than five years ago, when the couple needed a place for Robert to receive nursing care. "We looked at other places first, then we came to the Wolf Creek Campus," Pat recalled. "There was no odor. It was open and airy. The people who were working were happy and said 'hello.' The residents were happy and interacting with one another."



Residents Pat and Robert Furr were able to spend time together because of the levels of care available on the Wolf Creek Campus.

Initially, Pat was at the campus every day, and for the first two weeks she slept there. "I stayed in the room with him – I couldn't stand it," she said. "But, I felt very comfortable once I learned how the dynamics of the facility work." She added that every department is amazing, and every resident is treated with care and respect.

Then, Pat found herself needing short-term rehabilitation and care for an exacerbation of her COPD. "I needed to regain my strength and stamina – like being able to walk and stand. The therapy department here is wonderful. I learned the things I needed to do to live my best quality of life and the things I needed to change."

Pat went home with the home health services of Genacross at Home, but, as is often the case with a chronic disease of the lungs, she found herself in need of support again. "Naturally, when they said I needed a place to live, I said, 'Call Wolf Creek – see if they have a bed.'" Pat joined her husband living on the Wolf Creek Campus. She especially appreciated the way staff would go the extra mile to bring her and her husband together – for meals, bingo, or just to talk. Sometimes they would bring him down just to say goodnight.

Robert passed away recently, but Pat still enjoys living at the Wolf Creek Campus. She feels at home there and knows the staff will provide quality care as her needs change.

## Genacross Foundation Support

The saying, "Life is what you make it," certainly is true for Curly Hubbard, a resident of the Wolf Creek Campus. Her involvement in campus activities and concern for others reflect her positive attitude toward life. In addition to being an active resident, she is also a generous donor to Genacross through both financial contributions and in-kind items. Her cash and in-kind gifts have been designated to the Wolf Creek Campus and the Genacross Adult Day Center. One of her in-kind gifts was a collection of adult coloring books for the participants of the Day Center. "I enjoy the creativity that coloring books can provide to people of all ages, and wanted to share my passion for it with others who may feel the same way," Curly said. Through her generosity, many people have been able to experience an improved quality of life while in Genacross care.

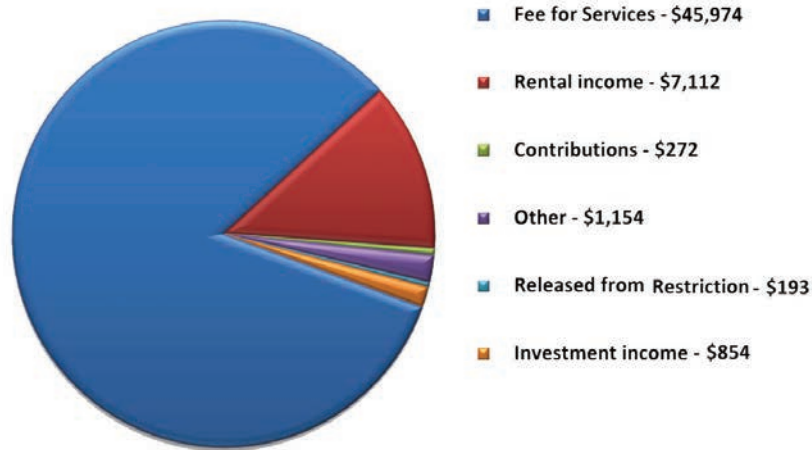
**80 Gifts**  
**\$13,851**



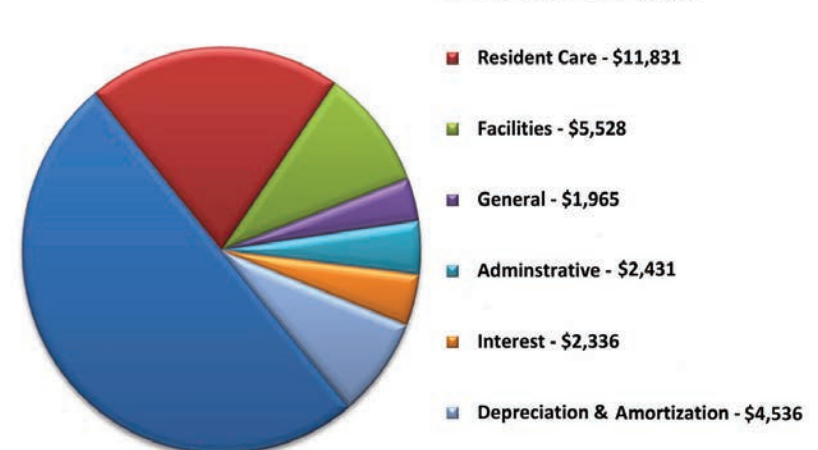
# 2019 Financial Reports

For the 12 months ending December 31, 2019 *(All numbers are shown in thousands.)*

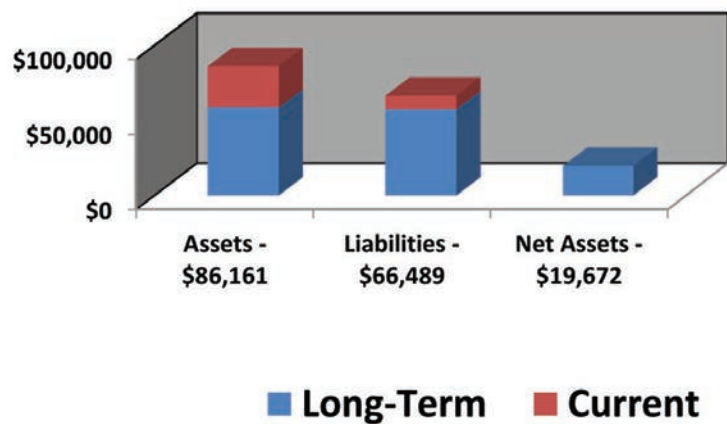
## Operating Revenues - \$55,559



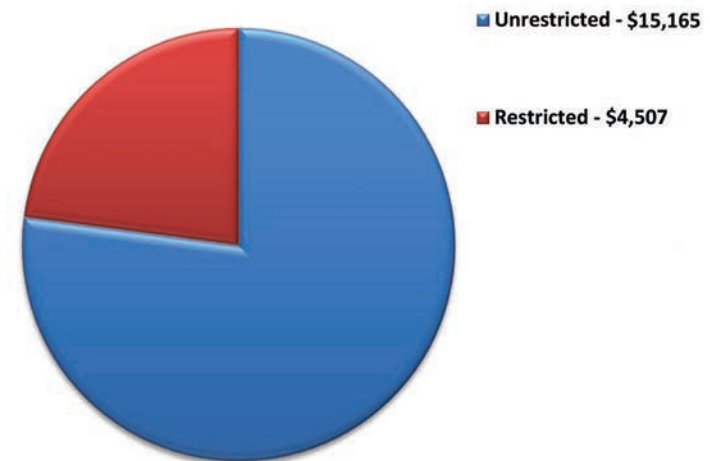
## Operating Expenses - \$57,455



## Assets, Liabilities, and Net Assets



## Net Assets - \$19,672





# Board Listing

## Genacross Lutheran Services

**Michael Bogdan** St. Paul's Episcopal, Maumee  
**Kimberly Bordenkircher** Church of the Nazarene, Napoleon  
**Robin Burkett** St. Luke's, Temperance, MI  
**Jennifer Fehnrich** St. Mark, Bowling Green  
**Rev. Richard Habrecht** Gloria Dei, Toledo  
**Michael Hollie** St. Philip, Toledo  
**Rev. Keith Hunsinger** Hope, Hamler  
**Natalie Jackson** Holy Trinity Greek Orthodox, Toledo  
**Susan Minch** Zoar, Perrysburg  
**Rev. Richard Rentner** All Saints, Toledo  
**Rev. Logan Scheiwe** St. Paul, Napoleon  
**Christine Spohn** Trinity, Toledo  
**Daniel Wakeman** Rosary Cathedral Catholic, Toledo  
**Lynn Warren** St. Luke's, Temperance, MI  
**Rev. Mark Wentz** Church of the Master, Perrysburg  
**Lee Wunschel** Olivet, Sylvania

## Foundation

**Judy Ashley** Trinity, Toledo  
**Ron Gabel** Olivet, Sylvania  
**Paula Hicks-Hudson** Redeemer, Toledo  
**Rick Marshall** Genacross Lutheran Services  
**Katrin McBroom** Our Saviour, Toledo  
**Rev. Dr. Tim Philabaum** Zoar, Perrysburg  
**David Polzin** St. John's, Stony Ridge

Board  
Giving

87  
Gifts

\$ 11,445

## Family & Youth Services Ministry Board

**Pete Bowmer** St. Paul, Toledo  
**Jason Fisher** Zion, Petersburg, MI  
**Diane Frazee** St. Jerome Catholic, Walbridge  
**Leah Hafemeister** St. Luke's, Temperance, MI  
**Rick Marshall** Genacross Lutheran Services  
**Marie Obrock** Zoar, Perrysburg  
**Rev. Frank Paine** St. Luke's, Temperance, MI  
**Judy Pfaffenberger** St. John, Toledo  
**Mary Satterfield** Solomon, Woodville  
**Duane Shively** St. Paul, McClure

## Home & Community Based Services Ministry Board

**Burton Luring** Emanuel Baptist, Toledo  
**Rick Marshall** Genacross Lutheran Services  
**Ed Mauntler** Trinity, Toledo  
**Clione Schneider** Calvary, Northwood  
**Rev. Lori Strang** Redeemer, Toledo

## Napoleon Ministry Board

**Kimberly Bordenkircher** Church of the Nazarene, Napoleon  
**Matt Crandall** St. Paul, Napoleon  
**Randy Elling** St. Paul, Napoleon  
**Gwen Howe-Gebbers** St. Augustine Catholic, Napoleon  
**Rick Marshall** Genacross Lutheran Services  
**Charlotte Price** St. Paul, Bowling Green (Haskins)  
**Virginia Rettig** St. John's UCC, Holgate  
**Nona Rupp** St. Martin's, Archbold  
**Eileen Stough** Zion, Ridgeville Corners  
**Rev. Jim Wenger** St. John, Deshler  
**Pat Woods** Hope, Hamler

57  
Board  
Members

## Toledo Ministry Board

**Eric Johnson** First St. John, Toledo  
**Rev. Matthew Lash** Community of Christ, Whitehouse  
**Rick Marshall** Genacross Lutheran Services  
**Dennis McGhee** St. Philip, Toledo  
**Jeanene Pifer** St. Andrews United Methodist, Toledo  
**Rev. Jerry Rayl** First St. John, Toledo  
**James Sommers\*** First St. John, Toledo

\*deceased

## Wolf Creek Ministry Board

**Jery Barton** Monclova Road Baptist, Monclova  
**Rev. Stephen Bauerle** Zion, Waterville  
**Dr. Robert Kose** Community of Christ, Whitehouse  
**Rick Marshall** Genacross Lutheran Services  
**Paul Nelson** Faith United, Toledo  
**Lynn Oلمان** St. Paul, Maumee  
**Jill Trosin** St. John XXIII Catholic, Perrysburg  
**Daniel Wakeman** Rosary Cathedral Catholic, Toledo





## Member Congregations and Covenant Partners

Genacross Lutheran Services consists of a corporate membership of 169 Lutheran congregations in northwest Ohio and southeast Michigan. Throughout the years, these congregations have helped the organization live its values and fulfill its mission. They have always been valued partners in our compassionate ministry to others.

A few of the congregations have been with us from the very beginning. Many have been with us for years. Others have come and gone as the landscape of Lutheran ministry has changed in the region. Numerous churches support our ministry in one way or another. All of our member congregations, however, have chosen to join Genacross in work that is inspired by the Lutheran tradition of service to those in need. We appreciate the ongoing support and are blessed by the confidence in our mission and values.

Through the Covenant Partner Program, some member congregations have chosen to make a further commitment in their support of Genacross ministries. This intentional commitment manifests itself in a variety of ways, including congregation members serving on a board or volunteering at one of our sites. Sometimes Covenant Partner congregations sponsor a Genacross program, activity or project, or provide financial support through budgeted gifts or special offerings.

Currently, 39 congregations actively share in our ministry work as Covenant Partners. That support means a great deal to us and the people we serve. We are grateful for the partnership as we live our values and “embrace individuals and families with compassionate care and service throughout life’s journey.”

**169**  
**Member**  
**Congregations**

**39**  
**Covenant**  
**Partners**





## Our Volunteers

In many ways, the volunteers at our Genacross ministries help us live the Genacross Promise every day. They are part of what sets us apart from other care providers, and, through their generous actions, they enrich the lives of our residents, patients, and clients.

Our volunteers make a difference through such activities as playing games to engage residents, hosting birthday parties to celebrate life, planting flowers to beautify our grounds, leading Bible studies to nourish the spirit, or simply visiting a resident to show that someone cares. They meet individuals where they are and reflect the organization's values – especially Wholeness of Life.

In 2019, 1,555 individuals donated 17,857 hours of service across the ministries of Genacross Lutheran Services. Beside the volunteers interacting with those in our care, there also were individuals who provided leadership and expertise on the Board of Directors and ministry boards, and others who worked behind the scenes to enable Genacross to be better stewards of our resources.

The time and talents that our volunteers willingly share make a huge difference in our ability to have a positive impact on people's lives. Thank you to all of our volunteers for embracing Genacross, embodying our values, and helping us live them daily.



# Charitable Care and Community Benefit

The mission of Genacross Lutheran Services has always included providing compassionate care to underserved individuals. As the scope of who we serve has broadened, our commitment to serving those in need has not diminished. In fact, Genacross provided \$6,500,000 in charitable care and community benefit in 2019.

“This significant amount of money spent ensures that individuals receive necessary care, housing, and services,” said Lorinda Schalk, Senior Vice President of Finance & Operations. “The overall 2019 amount did increase due to the increased Medicaid population in all levels of care. We will continue to see increases in both charitable care and uncompensated balances as the Medicaid population continues to grow.”

Through charitable care, Genacross subsidizes the cost of care for residents who do not have the means to pay and meet certain financial criteria. Through community benefit, Genacross provides uncompensated care and services to the uninsured, underinsured, low-income, and indigent residents. Community benefit can be defined as the difference between our cost of services and the rates paid by third-party insurers, including private pay and government agencies.

As a not-for-profit organization, we also provide or participate in numerous educational and community-based programs that improve the overall health and wellness of the communities we serve. Genacross is committed to embracing individuals and families with compassionate care and services.

1,611  
Gifts  
Received

## Foundation Gift Summary

We thank our donors for their financial contributions which enable Genacross Lutheran Services to provide compassionate care and services to our clients and residents.

### Matured Planned Gifts (41 gifts from 12 donors)

Perpetual Trusts	\$ 81,369
Estate Gifts	<u>\$ 151,560</u>
Total Planned Gifts	\$ 232,929

### Total Annual Gifts (1,570 total gifts from 484 donors)

Designated by donor	\$ 104,181
Undesignated	<u>\$ 97,727</u>
Total Annual Gifts	\$ 201,908

**TOTAL GIFTS \$434,837**

For information on how to include Genacross Lutheran Services in your will and participate in the many planned giving options available, visit the Foundation section of the website at [GenacrossLutheranServices.org/Foundation](http://GenacrossLutheranServices.org/Foundation), call 419.861.4965, or email [ABiel@Genacross.org](mailto:ABiel@Genacross.org).

\$6.5  
million

Charitable Care and  
Community Benefit



# 2019 Genacross Lutheran Services Donors

The Foundation wants to publically thank our donors who support the Genacross mission and ministry. This listing of donors reflects the giving levels of all 2019 donations.

## Visionary (Over \$10,000)

Hudson Community  
Foundation, Hudson  
Ms. K. Linden Kuhn

## Leader (\$7,501 - 10,000)

Richard Feusse  
Resurrection, Sandusky

## Benefactor (\$5,001 - 7,500)

Anonymous

## Supporter (\$2,501 - 5,000)

Christina Burnette  
Alan & Mary Ann Draves  
Grace, Fremont  
Jack & Gretchen Grigsby  
Jackson Lewis P.C., Cleveland  
Sharon Parmelee  
Roach Family Foundation,  
Maumee  
Sharon Schwanke  
Solomon, Woodville  
St. Luke's, Temperance, MI  
St. Peter, Norwalk  
Zion, Waterville

## Patron (\$1,001 - 2,500)

Anonymous  
Joette Boyd-Randall  
Elizabeth Cannon  
Church of the Master,  
Perrysburg  
Dr. Jim & Dawn Dumke  
First St. John, Toledo  
Hope, Hamler  
Eric & Cindy Johnson  
Dr. Sandra Laas  
Robert & Marie Obrock  
Lee & Jan Odegaard  
Plante & Moran, PLLC, Toledo

John Rohrs  
Jeff & Lorinda Schalk  
St. John, Oak Harbor  
St. John's, Stony Ridge  
St. Paul, McClure  
St. Paul, Sulphur Springs  
Stapleton Insurance Group,  
Sylvania  
Meg & Dennis Stieber  
Thrivent Choice Dollars,  
Appleton, WI  
Trinity, Wauseon  
Zoar, Perrysburg

## Friend (\$250 - 1,000)

Carol Ardner  
Georgia Ardner  
Sally Babcock  
Rev. Dr. & Mrs. Gerald Bauer  
Phyllis Bensch  
Bethlehem, Defiance  
Bethlehem, Defiance (Okolona)  
Bethlehem, Pemberville  
Harry & Karen Blackmon  
Michael & Karen Bogdan  
Kimberly Bordenkircher  
Lori Buksar  
Christ, Bowling Green  
Suzanne Church  
Bill & Carol Cook

Molly & James Cress  
Rev. Dr. and Mrs. Terry Cripe  
Carl & Barbara Dierksheide  
Fred Doering  
ECS Billing & Consulting,  
Dublin  
Emanuel, Napoleon  
Marlene Ford  
Ron & Mary Lou Gabel  
Mr. Terry L. Gast  
GlynnDevins, Richmond, VA  
Good Hope, Arlington  
Grace, Elmore  
Rev. Richard & Christine  
Habrecht  
Cindy Hall  
Roland & Marilyn Henderson  
Athole G. Hubbard

## Patron Level

185

Gifts

\$ 36,606

**Supporter Level 65 Gifts \$ 45,198**

## Planned Giving

Planned Giving, such as a bequest or Charitable Remainder Giving Annuity, ensures that Genacross Lutheran Services has funding to continue serving residents and care recipients into the future. To include Genacross in your estate planning, please contact Anne Biel at 419.861.4965 or ABiel@Genacross.org.

### Legacy (Over \$50,000)

Esther Petersen

### Benefactor (\$5,001 - 7,500)

Mrs. Margene M. Freund

### Visionary (Over \$10,000)

Elmer and Alice Bade  
Theodore Chapman  
Walter Christen  
Arthur Hickok  
F. Lee Lichtenfels  
Fridolin & Iolantha Lohmann  
Christine Siefert

### Supporter (\$2,501 - 5,000)

Mr. and Mrs. Clayman A. Kabat  
LaLa Keiser

### Patron (\$1,001 - 2,500)

J. H. Huseman



## Friend - continued

Pastor Keith & Sue Hunsinger  
Hylant, Toledo  
Immanuel, Ida, MI  
InFaith Community Foundation,  
Minneapolis, MN  
Mr. Leslie Johnson  
Jim & Joan Keeler  
John & Mary Kramp  
Kroger Community Rewards,  
Columbus  
Dan & Julie Kunos  
Kathleen B. Lemmerbrock  
Michael & Sandra Lininger  
Burt & Mary Ann Luring  
Rev. & Mrs. Steve Lutz  
Rick & Janet Marshall  
Marshall Melhorn, LLC, Toledo  
Kathy & Kevin Martin  
Ed & Nancy Mauntler  
Messiah, Toledo  
Carol L. Meuser  
Melanie Moore  
Weldon Mueller  
New Hampshire Charitable  
Foundation, Concord, NH

Olivet, Sylvania  
Lynn & Joyce Olman  
Loren & Judy Pfaffenberger  
Rev. Dr. Tim & Mrs. Kate  
Philabaum  
David & Linda Polzin  
Rev. David Proctor  
Resurrection, Port Clinton  
Ray & Judy Robaszkiewicz  
Dr. & Mrs. Michael Roetter Sr.  
Mary Satterfield  
Rev. & Mrs. Dale Schaefer  
Amanda Schroeder  
Jeff & Paige Schulte  
Shepherd of the Valley,  
Perrysburg  
Signature Bank, N.A., Toledo  
Jim & Louise Sommers  
Leora & Rich Stainbrook  
St. John, Port Clinton  
St. John, Stryker  
St. John, Toledo  
St. Mark, Defiance  
St. Mark, Fremont

St. Mark's, Wapakoneta  
St. Matthew, Lima  
St. Michael, Ottawa Lake, MI  
St. Paul, Bowling Green  
St. Paul, Defiance  
St. Peter, Martin  
St. Peter, Ridgeville Corners  
St. Peter's, Saint Clair, MI  
Thrivent, Plano, TX  
TOPS #1648, Erie, MI  
Trinity, Bryan  
Trinity, Willard  
Trust Company Family Offices,  
Holland  
Lynn & John Warren  
John Weislmeier  
Sharon Ann Wheeler  
Lee & Paula Wunschel  
Zion, Gibsonburg  
Zion, Perrysburg

## Special Recognition (\$1-249)

Kevin & Carol Abbey  
AmazonSmile Foundation,  
Seattle, WA  
Michael & Beverly Amstutz  
Beverly Apel  
Joyce E. Asmus  
Augsburg, Toledo  
Colleen Ault  
Dale Avers  
Doris Avers  
Ruth Avers  
Rev. Rita & Mr. Bruce Bair  
Cheryl & Darrel Baker  
Phyllis Ballas  
Barbara Bamm  
Marvin & Linda Barlow  
James Beardsley  
Marna Lou Bechtol  
Robert Beery  
Esther Bell  
Benevity Community Impact  
Fund, Safety Harbor, FL  
Miriam & Ted Benner  
John & Julia Bergman  
Bethlehem, Toledo  
Jason Beyer  
Marjorie Biehler  
Anne Biel  
Harlan & Lois Billow  
Mary Billow  
Patricia Blankenship  
Hilde Boes  
Marge Bollinger  
Diane Bostdorff  
Chuck & Karen Botzko

Stephen & Deborah Bowsher  
Lee & Natalie Bredbeck  
Lanette Briley  
Joanne Brinkman  
Kari Bucher  
Robin & Bob Burkett  
Ruby Burkey  
Calvert Fair Fund Distribution,  
Kansas City, MO  
Rev. Charles & Mrs. Jeri  
Campbell  
Valerie Castro  
Vicky Chambers  
Jonathan Cherry  
Christian Church Disciples,  
Fayette  
Nancy Churchill  
Paul Clark Sr.  
Angela Clay  
Diane Cline  
Susan & Frederick Collins  
Community of Christ,  
Whitehouse  
Concordia, Toledo  
Robert & Darlene Cook  
Mark Cooper  
James Cordy  
Mark & Janice Crock  
Judi & John Csomos  
Bill & Linda Cupps  
CWS Environmental,  
Perrysburg  
William Fred Dais, Ed.S.  
Cheryl & Gary Daman  
Mrs. Mary A. Damschroder  
Robert Damschroder  
Jenny & Matt Darr  
Tamara Dawson-Kynard

347  
Gifts

\$ 48,928

Friend Level



Rev. Paul Deppen  
 Hazel Deuble  
 Jean DeWitt  
 Jeff & Sherry Doepker  
 Joyce Douglas  
 Clyde & Patricia Duncan  
 Gayle & Sandy Duty  
 Beatrice Eastwood  
 Jean Emery  
 Faith, Toledo  
 John Farizel & Carol  
     Farizel-Wasserman  
 Rev. John & Mrs. Sherry Ferne  
 Donna Fickel  
 Lori Fields  
 First, Leipsic  
 First St. John Church Women,  
     Toledo  
 Jason & Cheryl Fisher  
 Ken Fisher  
 Bernadine Florio  
 Bruce Flory  
 Lynette K. Flowers  
 Doris Forry  
 Dick & Nedra Frederick  
 Ken & Arlene Freytag  
 Norbert & Sharelle Fritz  
 Beth Fry  
 Glenn Geldien  
 Genacross Lutheran Services-  
     Napoleon Auxiliary  
 Mr. & Mrs. Donald Genzman  
 Randy Germann  
 George Gibson  
 Jeff & Lucy Giesler  
 Irene Glore  
 Cheri Goertz  
 Louie Gonzalez

Elaine Gruetter  
 Bernadine Guyer  
 Kathy Hagan  
 Dennis & Jo Hagey  
 Norma Jean Hall  
 Nancy Hardin  
 Karen Harris  
 Victoria & Demetrius Harris  
 Harrison Arbor #275 of  
     Gleaner, Napoleon  
 Bruce & Katie Haywood  
 Robert W. Hecklinger Jr.  
 Jim & Linda Heilman  
 Friedel & Ursula Helms  
 Cindy & David Herrera  
 Tony & Karen Herrera  
 Sherry Herrick  
 Hess & VanScoy Families  
 Jim & Judy Hill  
 Herbert & Pat Hoehing  
 Sue Hoellrich  
 Kermit Hoesman  
 Don & Karen Holmes  
 Wendy Holub  
 Hope, Fostoria  
 Paul A. Hotmer  
 Ruthann & David House  
 Dave & Vicki Huber  
 Marti Huepenbecker  
 Bill & Barb Hundt  
 John & Sandra Husman  
 June Ide  
 Industrial Valve & Universal  
     Machine Valve Co.,  
     Cleveland  
 James & Deborah James  
 Harry Jenkins  
 John Jenkins

622  
 Gifts  
 \$ 23,434

## Special Recognition Level

Mary Jane Joehlin  
 Lillian Keller  
 Michael & Irene Kelly  
 Jim & Sandy Kersten  
 Bernice Kline  
 Pamela Knestrick  
 Bob & Linda Knight  
 Dawn Knisel  
 John & Kathleen Konieczny  
 Theresa & Francis Konwinski  
 Julie Krauss  
 Jeannette Kubitz  
 Freda Lang  
 Jerry & Lori Langenhop  
 Patricia Lark  
 Deborah Lauer  
 Molly & Steve Laux  
 Jerry & Dianne Lear  
 Jon & Alice Leatherman  
 Jean & Reginald Lewicki  
 Sharon Libke  
 Arlene Lipp

Lutheran Women Missionary  
     League, Napoleon  
 Marilyn Mach  
 Beverly Mackey  
 Darlene Macko  
 Lois Manion  
 Ruth Marquardt  
 Mr. Misael & Mrs. Roseanne  
     Martinez  
 Maumee High School Sunshine  
     Committee  
 Vince & Laurie Mauro  
 DeAnna McCashin  
 Bruce & Lois McCormick  
 Memorial, Toledo  
 Frank & Pat Mensing  
 Rick & Jackie Metz  
 Betty Meyer  
 Patty Michaelis  
 Gene & Judy Michel  
 Blair & Anita Miller  
 Mrs. Thomas Moon  
 Mary & Al Mortemore  
 Michael Moskalick  
 Mark Muller

Mark Musser  
 Paul Nelson  
 Mr. & Mrs. William E. Nelson  
 Andrew & Helen Nowak  
 Mr. & Mrs. Kenneth  
     Nungester  
 Jean Oberkiser  
 Ann & Bob Oehlers  
 Ohio Genealogical Society -  
     Lucas County Chapter  
 Rev. Greg & Kristen Olsen  
 Emma & George Oravec  
 Dorothy Otis  
 Frank & Diane Paine  
 Charlotte Palmer  
 Debra & Richard Palumbo  
 Edwin & Betty Panning  
 Judy Paulsen  
 Jim Petty  
 Bob & Sue Pfefferle  
 Gwen & Jim Piercefield  
 Jeanene Pifer  
 Paul Plamann  
 Molly Pocock  
 Diane Pojedynski



## Special Recognition - continued

Sue Ponsford  
 Richard & Marilyn Pratt  
 Jeff & Sharon Przysiecki  
 Lester & Arlene Ramler  
 Paulette & Roger Rasch  
 James Reardon  
 Rev. Richard & Suzanne  
     Rentner  
 Roy & Rita Riegle  
 Erich Riehl  
 Barb Rock  
 Donald Rodenhauser  
 Julia Roehl  
 Janice Rohrs  
 Rolf Goffman Martin Lang  
     Co., LLP, Cleveland  
 Marilyn Rosebrock  
 Jim & Janet Routson  
 Jon Russell  
 Salem Grace United ELCA,  
     Luckey  
 Edna Sandrock  
 Scott & Lori Saunders

Rev. & Mrs. Logan Scheiwe  
 Karen Schepman  
 Mary Schimming  
 Randy & Sheri Schliesser  
 Debbie & Brandon Schmich  
 Harry & Rose Mary Schroeder  
 Mr. Melvin Schumann  
 Tim & Kimberly Schumm  
 Robert Shank  
 Jane Sharp  
 Duane Shively  
 Patricia Shoemaker  
 Linda Sitlava  
 Joan Slebos  
 Scott Slee  
 Ruth E. Smith  
 William E. Smith  
 Richard N. Snyder  
 Howard Sommers  
 Gilbert & Dona Sonnenberg  
 William & Penny Spanfellner  
 Esther Speck  
 Dr. & Mrs. Ernest Spohn

Margene Spring  
 Lois Staber  
 Robert & Janis Stein  
 Helen Sterling  
 Rose & Leon St. Clair  
 St. Jacob, Anna  
 St. James, Bradner  
 Tammi St. John  
 St. John, Deshler  
 St. John WELCA, Deshler  
 St. John, New Washington  
 St. John, Rocky Ridge  
 St. John Lutheran School,  
     Napoleon  
 St. John's WELCA,  
     Oak Harbor  
 St. Martin, Archbold  
 St. Paul, Blissfield, MI  
 St. Paul WELCA, Clyde  
 St. Paul WELCA - Danbury,  
     Lakeside Marblehead  
 St. Paul's Lutheran Church  
     Women, Toledo  
 Mr. & Mrs. David Stough

Rev. Lori Strang  
 Jill Suleski  
 Jim & Marcia Talbert  
 Carol Taylor  
 Nancy A. Taylor  
 Teamsters Local 20, Toledo  
 Dorothy Tebbe  
 The Employers' Association,  
     Maumee  
 The Lutheran Church-Missouri  
     Synod, St. Louis, MO  
 Toledo Area Street Rods,  
     Maumee  
 Sandra Vance  
 Dagmar Varela  
 Wyatt Vaughn  
 Barbara Velarde  
 Helen & Robert Wakefield  
 Ronald & Barbara Walker  
 Robert Ward Sr.  
 Steve & Kathy Warrington  
 Bethany Watkins  
 Linda Weaver  
 Ted & Shannon Weaver

Karen Weichers  
 William L. Welling  
 Jeff & Nancy Wellman  
 Diane White  
 Lisa White  
 Darlene Williams  
 Mr. John Wilmore &  
     Dr. Elizabeth Halloran  
 Mrs. Frances Wilson  
 Judy Wilson  
 Jean Winkelman  
 Myra Zaenger  
 Katie & Jay Zawisza  
 Gene & Joyce Zimmerman  
 Thomas & Debra Zimmerman  
 Zion Women of the ELCA,  
     Gibsonburg  
 Zion, Lafayette  
 Zion, Luckey  
 Zion Church Women, Luckey  
 Zion, Petersburg, MI  
 Zion Church Women,  
     Valley City

## Our Partners







Established in 1860 and most recently known as Lutheran Homes Society, Genacross Lutheran Services embraces individuals and families throughout northwest Ohio and southeast Michigan. Our Family & Youth Services ministry provides residential and community-based treatment options, alternate learning environments, family support services, outpatient mental health counseling, and developmental disability services to children, youth, families, and adults. Our Home & Community Based Services ministry features more than a dozen independent living senior apartment communities located throughout our service area. This ministry also provides its housing residents, as well as community members, with service coordination, which helps older adults access needed programs and services that help them continue to live independently in the setting of their choice. The Genacross Adult Day Center in Toledo provides adult day services for individuals with physical limitations and/or memory issues. Our three care campuses offer independent living, assisted living, long-term nursing care, inpatient rehabilitation services, and outpatient therapy. Genacross at Home, our home health agency, extends the organization's continuum of care by providing skilled nursing and therapy services to patients of all ages in the comfort of their own homes.

## Nondiscrimination and Accessibility Requirements Notice

Genacross Lutheran Services complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability or other protected classes. Genacross Lutheran Services does not exclude people or treat them differently because of race, color, national origin, sex, age, disability, creed, ancestry, gender identity or expression, marital status, lawful source of income, familial status, learning disability, or physical or mental disability.

Genacross Lutheran Services:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters; and
  - o Written information in other formats (large print, audio, accessible electronic formats, Braille, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Marty Jan, Senior Executive Director.

If you believe that Genacross Lutheran Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, disability, creed, ancestry, gender identity or expression, marital status, lawful source of income, familial status, learning disability or physical or mental disability, you can file a grievance with: Marty Jan, Senior Executive Director, 2001 Perrysburg Holland Road, Holland, Ohio 43528, 419-861-5601, 419-861-2234 (fax), MJan@Genacross.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Marty Jan is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English:** ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-888-546-7745 (TTY: 1-888-546-7745).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-546-7745 (TTY: 1-888-546-7745).

**Chinese:** 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-546-7745 (TTY: 1-888-546-7745)。

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-546-7745 (TTY: 1-888-546-7745).

**Arabic:** انتباه: إذا كنت تتحدث بلغة أخرى، فستتاح لك خدمات مساعدة لغوية مجانية. اتصل بـ 1-888-546-7745 (TTY: 1-888-546-7745).

**Pennsylvania Dutch:** Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-888-546-7745 (TTY: 1-888-546-7745).

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-546-7745 (телетайп: 1-888-546-7745).

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-546-7745 (ATS: 1-888-546-7745).

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-546-7745 (TTY: 1-888-546-7745).

**Cushite:** XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-546-7745 (TTY: 1-888-546-7745).

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-546-7745 (TTY: 1-888-546-7745) 번으로 전화해 주십시오.

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-888-546-7745 (TTY: 1-888-546-7745).

**Japanese:** 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-546-7745 (TTY: 1-888-546-7745) まで、お電話にてご連絡ください。

**Dutch:** AANDACHT: Als u Nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-888-546-7745 (TTY: 1-888-546-7745).

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-546-7745 (телетайп: 1-888-546-7745).

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-546-7745 (TTY: 1-888-546-7745).



## Our Mission

Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

## Our Vision

Through our faith and work, we strive to be a forward-thinking, compassionate organization that improves the lives of current and future generations.

## Our Values

Faithfulness to Christ	Integrity
Equality and Justice	Quality of Service
Wholeness of Life	Stewardship of Resources

## Our Ministries

Genacross Lutheran Services-Napoleon Campus  
Genacross Lutheran Services-Toledo Campus  
Genacross Lutheran Services-Wolf Creek Campus

### Genacross Home & Community Based Services

Bethany Place	Luther Hills
Covenant Harbor I & II	Luther Meadow
Kettle Run	Luther Oaks
Luther Crest	Luther Pines
Luther Grove	Luther Ridge
Luther Haus	Luther Woods

### Genacross Adult Day Center

Genacross at Home

Genacross Family & Youth Services

Genacross Lutheran Services Foundation